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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/828,718	04/21/2004	David A. Hill	030728 (BLL-0181)	4760
36192 7590 03/09/2007 CANTOR COLBURN LLP - BELLSOUTH 55 GRIFFIN ROAD SOUTH BLOOMFIELD, CT 06002			EXAMINER RAYYAN, SUSAN F	
			ART UNIT 2167	PAPER NUMBER
SHORTENED STATUTORY PERIOD OF RESPONSE 3 MONTHS			MAIL DATE 03/09/2007	DELIVERY MODE PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary	Application No. 10/828,718	Applicant(s) HILL, DAVID A.	
	Examiner Susan F. Rayyan	Art Unit 2167	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 21 April 2004.
- 2a) ☐ This action is FINAL. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 21 April 2004 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Susan Rayyan
2/21/07

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date <u>4/21/2004</u> | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. Claims 1-20 are pending.

Information Disclosure Statement

2. The information disclosure statement (IDS) submitted on April 21, 2004 was filed before First Office Action. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

Claim Rejections - 35 USC § 103

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Claims 1-8,10-18,20 are rejected under 35 U.S.C. 103(a) as being unpatentable over US 2003/0074463 issued to Stephen J. Swartz et al in view of US 2003/0061062 issued to Timothy J. Tucker.

As per independent claim 1 Swartz teaches a method for integrating service request generation systems with a service order control system (see Abstract), comprising: converting data in a service request into an ... format resulting in a converted service request (paragraph 193, lines 1-12 as submit a service request to a wrapper to perform required formatting and translation before forwarding the request) ;

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validating said converted service request utilizing user-defined business logic (paragraph 125 validate requests and paragraph 82 as business rule), said validating including:

performing accuracy checks of data fields and data within said converted service request (paragraph 125 as validate requests); and.

performing consistency checks of data and data fields within said converted service request (paragraph 125 as validates requests such as request content , type and destination);

resolving any errors and inconsistencies detected from said validating resulting in a validated service request (paragraph 138 as error management);

generating a service order using said validated service request, said service order formatted to comply with formatting utilized by a service order control application and transmitting said service order to said service order control application(paragraph 193 as wrapper formats and translates before forwarding request and the requests sent to Local Service Provider are converted into LSOG format and forwarded to the command processor, Figure 9).

Swart does not explicitly teach open data format. Tucker teaches open data format as XML at paragraph 44-45 to provide disparate computer systems means to interchange data seamlessly. It would have been obvious to a person of ordinary skill in the art at the time of the invention was made to modify Swartz with open data format to provide disparate computer systems means to interchange data seamlessly (paragraph 19, lines 1-3) as taught by Tucker..

As per claim 2 same as claim arguments above and Swartz teaches:
modifying said user-defined business logic to accommodate at least one of:
a new or modified service offered, a new or modified product offered and
a new or modified business requirement (paragraph 82,as business rules are
implemented as modifiable and paragraph 101 as order management business rules).

As per claim 3 same as claim arguments above and Tucker teaches:
wherein said performing accuracy checks of data fields and data include:
checking for missing data in said data fields, checking for incomplete data in said data
fields, and checking for data format errors (paragraphs 44-45, as validate data, data
evaluated for accuracy, and other checks and evaluations of the data may be performed
including verifying data fields are present).

As per claim 4 same as claim arguments above and Tucker teaches:
wherein said performing consistency checks of data and data fields include:
checking a first data field within said converted service request against subsequent data
fields within said converted service request, wherein said first data field holds data
corresponding to data held in at least one of said subsequent data fields(paragraphs 44-

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45, as validate data, data evaluated for accuracy, and other checks and evaluations of the data may be performed including verifying data fields are present).

As per claim 5 same as claim arguments above and Swartz teaches:

wherein said resolving errors and inconsistencies includes: converting said converted service request back to its original data format, transmitting said service request in its original data format back to a corresponding service request source and performing at least one of: flagging said converted service request for correction; and notifying said corresponding service request source of corrective action to be taken.

As per claim 6 same as claim arguments above and Swartz teaches:

wherein said resolving errors and inconsistencies includes querying an external source of information (paragraph 136-138, as error management).

As per claim 7 same as claim arguments above and Swartz teaches:

wherein said external source of information includes at least one of :a central office service resource storing available service offerings (paragraph 138, as errors fixed at the source and system administrator allows requests to be put back in the flow process after updates).

As per claim 8 same as claim arguments above and Tucker teaches:

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wherein said open data format includes eXtensible markup language (paragraph 44-45, as XML).

As per independent claim 11 Swartz teaches:

A system for integrating service request generation systems with a service order control system (see Abstract), comprising:

server executing a service order control application (Figure 9);

a data repository in communication with said server (Figure 2);

a service order generator executing on said server, said service order generator (Figure 9, Reference Number 940) including :

a service request normalizer (Figure 9, Reference Number 925);

a rules engine comprising (Figure 2, Reference Number 240);

a customer/service validation module (Figure 9); and

a service order writer (Figure 2);

a link to at least one service request source (Figure 2, 9);

wherein said service order generator performs: converting data in a service request received from said at least one service order source into an ... format resulting in a converted service request paragraph 193, lines 1-12 as submit a service request to a wrapper to perform required formatting and translation before forwarding the request) ; validating said converted service request utilizing user- defined business logic(paragraph 125 validate requests and paragraph 82 as business rule), said validating including:

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performing accuracy checks of data fields and data within said converted service request paragraph 125 as validate requests);

and performing consistency checks of data and data fields within said converted service request(paragraph 125 as validates requests such as request content , type and destination);

resolving any errors and inconsistencies detected from said validating resulting in a validated service request(paragraph 138 as error management);

generating a service order using said validated service request, said service order formatted to comply with formatting utilized by a service order control application; transmitting said service order to said service and order control application(paragraph 193 as wrapper formats and translates before forwarding request and the requests sent to Local Service Provider are converted into LSOG format and forwarded to the command processor, Figure 9).

Swart does not explicitly teach open data format and a field validation module. Tucker teaches open data format as XML at paragraph 44-45 to provide disparate computer systems means to interchange data seamlessly and a field validation module (see Abstract). It would have been obvious to a person of ordinary skill in the art at the time of the invention was made to modify converting data in a service request into a ... data format of Swartz with open data format and a field validation module of Tucker to provide disparate computer systems means to interchange data seamlessly (paragraph 19, lines 1-3) as taught by Tucker.

As per claim 20 same as claim arguments above and Swartz teaches:
wherein said service requests are stored in a queue(paragraph 218 message queue).

Claim 10 is rejected based on the same rationale as claim 1.

Claim 12-18 are rejected based on the same rationale as claims 2-9.

Claims 9,19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Swartz in view of Tucker as applied to claims 1, 11 above, and further in view of US 6,937,993 B1 issued to Swathibabu Gabbita et al ("Gabbita").

As per claim 9 same as claim arguments above and Swartz and Tucker do not explicitly teach wherein said generating a service order includes: querying a service scheduling resource to identify an available service date for performing a service requested in said validated service requested including a selected service date in said service order.

Gabbita does teach this limitation (column 9, lines 34-37 as scheduling service orders and column 9, lines 45-55 as customer due dates and service order scheduled) to immediately determine information about delay and take corrective action before it becomes critical. It would have been obvious to a person of ordinary skill in the art at the time of the invention made to modify Swartz and Tucker with wherein said generating a service order includes: querying a service scheduling resource to identify an available service date for performing a service requested in said validated service

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requested including a selected service date in said service order) to immediately determine information about delay and take corrective action before it becomes critical (column 3, lines 6-8) as taught by Gabbita.

Claim 19 is rejected based on the same rationale as claim 9.

Contact Information

4. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Susan Rayyan whose telephone number is (571) 272-1675. The examiner can normally be reached M-F: 8am - 4:30pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, John Cottingham can be reached on (571) 272-7079. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).


Susan Rayyan

2/21/07

